

(Per ILA Approval Requirements)

- ☐ CA Approval
☒ JB Approval

Amendment 334 Contract No. 229944

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 334 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 3RD day of SEPTEMBER, 2015, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.

- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to modify the Business Account Website (BAW), the Cardholder Website (CHW), the Agency Website (AGW), the Call Center Website (CCW) and the Customer Service Terminal (CST) with new card stock flow statuses and end points. This work is performed per PA ROF *Card and Stock Flow Changes* (Amendment 278 and RFI 701 ORCA) v8.0.
- C. The Parties agree that the Work necessary to modify system functionality as directed will be performed and compensated as described below.

Agreement

Section 1.0 Description of Work

The Contractor will perform all necessary work to design, develop, test and implement the new functionality which will modify the current card status and card stock status. These modifications will flow into the card details and reports. **The Agencies and the Contractor acknowledge the dependency and agree that the work required by Amendment 334 *Card and Stock Flow Changes - Development* must be implemented prior to implementing the work of Amendments 319, 320, 321, and 324.**

1.1 There will be no change to the Agency Website inventory management; it will continue to source the inventory stock status as per current implementation. This means that blocked cards will still be shown as Useable Card Stock (for non-defective and non-damaged cards). The following stock statuses will be renamed;

- (a) Damaged to Blocked Damaged
- (b) Defective to Blocked Defective

1.2 There will be no updates performed to the location of existing cards.

1.3 The following block reasons will be available from the BAW Block Card page Block Reason drop down; Blocked: Other, Blocked: Permanent, Blocked: Refunded (available to Lead Agency users only), Blocked: Defective.

1.4 On the BAW Block Card page, the default blocking reason will be Blocked: Other.

1.5 From the BAW Block Card page, cards that are blocked with a blocking reason of Blocked: Other, Blocked: Refunded or Blocked: Permanent will not have their stock status and location updated.

1.6 From the BAW Block Card page, cards that are blocked with a blocking reason of Blocked: Defective will have their stock status set to Blocked Defective; (location) [Agency based on the lead agent].

1.7 The following block reasons will be available from the BAW Replace Card page Block Reason drop down; Blocked: Replaced, Blocked: Defective – Replaced.

1.8 On the BAW Replace Card page, the default blocking reason will be Blocked: Replaced.

1.9 From the BAW Replace Card page, cards that are replaced with a blocking reason of Blocked: Replaced will not have their stock status or location updated.

1.10 From the BAW Replace Card page, cards that are blocked with a blocking reason of Blocked: Defective - Replaced will have their stock status set to Blocked Defective; location [Agency based on the lead agent].

1.11 On the Agency Website Card Block pages, single and range, the following blocking reasons will be available; Blocked: Lost/Stolen, Blocked: Other, Blocked: Non-Sufficient Funds, Blocked: Refunded, Blocked: Replaced, Blocked: Transferred, Blocked: Defective – Replaced, Blocked: Defective – Transferred, Blocked: Defective – Refunded, Blocked: CIPP Defective. The Blocking Reason Blocked: Faulty Card will still be available for SSB users only.

1.12 On the Agency Website Card Block page, there will be no default option shown for the blocking reason drop down.

1.13 On the Agency Website, there will be no update to product blocking reasons.

1.14 On the Agency Website Card Block pages, cards that are blocked with the following blocking reasons will not have their stock status or location updated; Blocked: Replaced, Blocked: Transferred, Blocked: Refunded, Blocked: Lost/Stolen, Blocked: Other, Blocked: Non-Sufficient Funds, Blocked: Faulty Card.

1.15 On the Agency Website Card Block pages, cards that are blocked with the following blocking reasons will have their stock status updated to Blocked Defective; Blocked: Defective – Replaced, Blocked: Defective – Transferred, Blocked: Defective – Refunded, Blocked: CIPP Defective. The location will be set to the parent global name of the logged in user's Agency.

1.16 On the CCW, when reporting a card as Lost/Stolen and the card is not being replaced, the card status will be set to Blocked: Lost/Stolen but the stock status and location will not be updated.

1.17 On the CCW, when reporting a card as Lost/Stolen and the card is being replaced, the card status will be set to Blocked: Replaced but the stock status and location will not be updated.

1.18 On the CHW, when reporting a card as Lost/Stolen (the card must be replaced), the card status will be set to Blocked: Replaced but the stock status and location will not be updated.

1.19 On the CST, when the Lost/Stolen button is selected, the card status will be set to Blocked: Lost/Stolen but the stock status and location will not be updated.

1.20 On the CST, when replacing a card in a card present environment, the blocking reasons available are Damaged Card and Defective Card. When replacing a card in a card not present environment, the blocking reasons available are Lost Stolen, Damaged Card and Defective Card.

1.21 On the CST, the default blocking reason when replacing a card in a card present environment will be Damaged Card. The default blocking reason when replacing a card in a card not present environment will be Lost Stolen.

1.22 On the CST, when replacing a card, cards that are blocked as defective will have their card status set to Blocked: Defective Replaced and the stock status will be Blocked Defective. The location will be set to the parent global name of the Agency that the CST is configured as.

1.23 On the CST, when replacing a card, cards that are blocked as damaged will have their card status set to Blocked: Replaced and the stock status will be Blocked Damaged. The location will be set to the parent global name of the Agency that the CST is configured as. Cards that are replaced with the reason Lost Stolen will have their card status set to Blocked: Replaced but the stock status and location will not be updated.

1.24 On the CST, when refunding a card, the card status will be set to Blocked: Refunded but the stock status and location will not be updated.

1.25 On the CST, when surrendering a card (card present only), the only blocking reason available will be Cardholder Request. Cards surrendered as Cardholder Request will have their card status set to Blocked: Card Surrendered, the stock status and location will not be updated. The Card Surrender process will not display the reason screen since there will only be one and thus is redundant.

1.26 Blocking reasons applied to cards as selected from websites or devices will also be the blocking reason applied to the physical card and will be shown as such on devices that display this information.

1.27 Cards that are blocked with blocking reasons that are no longer available for selection will still display the associated card status on websites, reports and devices.

1.28 Front office devices will be updated to correctly display new card statuses.

1.29 Cards that have a card status of Blocked: Replaced, Blocked: Refunded, Blocked: Defective Replaced, Blocked: Defective Transferred, Blocked: Defective Refunded, Blocked: Card Surrendered, Blocked: Permanent, Blocked: Transferred and Blocked: CIPP Defective (this expands on the reasons listed in RFI 702) cannot be unblocked at any website or front office device (RFI 703 provides a new requirement for the CST to check expired and pending block work orders; this requirement is not included in RFI 701. The TRU and TVM are only able to check the physical card and do not have access to online services to check work orders).

1.30 The Card Inventory Report will be updated so the Card Status field will show the actual card status (i.e. Blocked: Refunded) and a new field named Stock Status will be introduced to show the stock status.

1.31 The Block Cards report will be updated to include the new card statuses introduced with this change. Existing card statuses will still be available for selection and may be displayed for cards with these existing card statuses. This change will filter through to the report inputs.

- (d) Blocked: Refunded
- (e) Blocked: Replaced
- (f) Blocked: Transferred

1.34 The Blocked Cards report will be updated to include cards with pending or expired block card/range work orders. The Card Status/Block Reason will reflect the reason associated with these work orders.

1.35 Since the CST and websites will be unable to unblock cards with permanent blocking reasons (see SOLN-29 and RFI 702), it may be possible for a card to be replaced, refunded or surrendered at a CST, and thus physically blocked, before the operation can successfully complete (for example, during the replacement process, the new card cannot be issued). Therefore, logic will be introduced to the CST replacement, card refund and surrender functionality to prompt the operator to present the original card to be unblocked if the entire process cannot be successfully completed.

1.36 Cards with permanent blocking reasons cannot be reblocked at websites or front office devices.

The Business Account website Group Block functionality will not error if cards within a group that is being blocked have permanent block reasons, rather, these specific cards will not have work orders/actions generated for them. However, the parent work order will be updated to include a note stating which cards were skipped for this reason. This includes cards with expired and pending card/range block work orders.

When performing an Agency website Card Range Block, if any card in a range has a permanent block reason, an error will be raised on the website and the card range block action will not proceed. This includes cards with expired and pending card/range block work orders.

The Business Account website does not currently allow blocked cards to be reblocked, thus there will be no change to this functionality.

Bar the following exception, the Agency website will not allow users to block single cards that have a permanent blocking reason. This includes cards with expired and pending card/range block work orders. The Agency website however will allow users to reblock cards that have a permanent blocking reason with the same reason (see RFCS RFI 726 Unblocking and Reblocking Purged Blocked Cards).

1.37 Cards with permanent blocking reasons cannot be unblocked at websites or front office devices.

The Business Account website Group Unblock functionality will not error if cards within a group that is being blocked have permanent block reasons, rather, these specific cards will not have work orders/actions generated for them. However, the parent work order will be updated to include a note stating which cards were skipped for this reason. This includes cards with expired and pending card/range block work orders.

When performing an Agency website Card Range Unblock, if any card in a range has a permanent block reason, an error will be raised on the website and the card unblock

1.37 Cards with permanent blocking reasons cannot be unblocked at websites or front office devices.

The Business Account website Group Unblock functionality will not error if cards within a group that is being blocked have permanent block reasons, rather, these specific cards will not have work orders/actions generated for them. However, the parent work order will be updated to include a note stating which cards were skipped for this reason. This includes cards with expired and pending card/range block work orders.

When performing an Agency website Card Range Unblock, if any card in a range has a permanent block reason, an error will be raised on the website and the card unblock action will not proceed. This includes cards with expired and pending card/range block work orders.

The Business Account website will not allow users to unblock single cards that have a permanent blocking reason. This includes cards with expired and pending card/range block work orders.

The Agency website will not allow users to unblock single cards that have a permanent blocking reason. This includes cards with expired and pending card/range block work orders.

1.38 The CST will notify and prompt the operator to confirm any process where a card will be permanently blocked. This will either be incorporated into existing messages where available or new messages if required.

The CST will allow the unblocking of cards blocked with permanent blocking reasons in a card present environment where the transaction either fails, or in the case of a replacement where a fee is being paid, the process is cancelled by the operator. In a card present environment, the CST will invoke a message informing the operator that the original card can be unblocked only if it is the next card presented. If another transaction takes place or the CST is restarted, the CST will be unable to unblock the replaced card.

1.39 System documentation will be updated as identified by the Contractor:

- SEA-00045 Customer Service Terminal (DR 108)
- SEA-00833 RFCS Reporting Requirements (DR 111)
- SEA-01535 ORCA Agency Website Functional Specification
- SEA-01539 ORCA Call Center Website Functional Specification
- SEA-01654 ORCA Institutional Program Website Functional Specification
- SEA-00363 RFCS Call Center Operations Manual
- SEA-00365 RFCS Agency Website Operations Manual
- SEA-00366 RFCS Business Accounts Website Operations Manual
- SEA-04418 Operations Manual - Customer Service Walk-in Center

Section 2.0 Schedule

2.1 The Work described in Section 1.0 will be completed with Maintenance Release 30.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

Section 3.0 Compensation Changes

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

LUMP SUM COST

Amendment No. 334

To modify the Business Account Website (BAW), the Agency Website (AGW), the Call Center Website (CCW) and the Customer Service Terminal (CST) with new card stock flow statuses and end points.	
TOTAL	\$153,324

Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Three Hundred and Thirty Four shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/14/15

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/14/15

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: [Signature]
Its: Acting CEO
Date: 8-18-15

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/14/15

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: [Signature]
Its: General Manager, Metro Transit
Date: 8/20/15

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/14/15

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: [Signature]
Its: CEO
Date: 8/27/15

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/14/15

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: [Signature]
Its: Assistant Secretary
Date: 8/31/15

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/14/15

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: [Signature]
Its: Director
Date: 7-3-15

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/14/15

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: [Signature]
Its: Executive Director
Date: 8/20/15

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/14/15

The Agencies

By: _____
Their: _____
On behalf of the Agencies
Date: _____

Central Puget Sound Regional Transit Authority

By: _____
Its: _____
Date: _____

City of Everett

By: _____
Its: _____
Date: _____

King County

By: _____
Its: _____
Date: _____

Kitsap County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Pierce County Public Transportation Benefit Area

By: _____
Its: _____
Date: _____

Snohomish County Public Transportation Benefit Area

By: [Signature]
Its: Emmett Heath, Chief Executive Officer
Date: 8-28-15

Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")

By: _____
Its: _____
Date: _____